

**State of California
DUTY STATEMENT**

Department of State Hospitals

MSH3002 (Rev. 9/26/16)

Box reserved for Personnel Section

5408 Control No.#		C&P Analyst Approval		01/22/2019
Employee Name		Division Administration		
Position No / Agency-Unit-Class-Serial 487-543-4800-xxx		Unit Labor Relations		
Class Title Staff Services Manager I		Location Human Resources		
SUBJECT TO CONFLICT OF INTEREST CODE <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CBID S01	WORK WEEK GROUP E	PAY DIFFERENTIAL	WORKING HOURS M-F 8:00 am to 4:30 pm

The Department of State Hospital's mission is to provide evaluation and treatment in a safe and responsible manner, and seek innovation and excellence in hospital operations, across a continuum of care and settings. You are a valued member of the Department's team. You are expected to work cooperatively with team members and others to enable the department to meet these goals and provide the highest level of service possible. Your efforts to treat others fairly with dignity and respect are important to everyone with whom you work.

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the direction of the Staff Services Manager II (Personnel Officer), the Staff Services Manager I (SSMI – Employee Relations Manager) is responsible for the oversight, planning, organizing, managing and supervising the activities of the Human Resources Labor Relations Unit, and does other related work to meet the employee and labor relations needs of the hospital.

% OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
40 %	<p><u>ESSENTIAL FUNCTIONS</u></p> <p>Manage and direct all labor relations and employee relations activities for the hospital's Labor Relations Unit. Provide direct supervision to labor relations/employee relations analyst positions (SSA/AGPA/LRA) responsible for the technical labor relations and discipline consultation, expertise, and support. Communicate impact of issues to all levels of management, and establishes and maintains excellent working relationships with departmental executives, managers, and supervisors. Advise, represent, and instruct management on various labor relations matters, including but not limited to: grievances, employer-employee relations, progressive discipline process, interpreting contract provisions and laws involving employer-employee relations; assist with investigating and responding timely within appropriate timeframes to employee grievances and complaints at the first and second formal levels of review, recommend solutions; meet with union representatives, stewards, and employees regarding contractual issues, and to resolve complaints; function as liaison between the Hospital, Department of State Hospitals, DSH-Legal, and California Department of Human Resources Labor Relations staff for grievances, Unfair Labor Practices, and collective bargaining preparation; represent the Hospital during labor relations mediations, meets and confers, and other LR related meetings; advise hospital supervisors and managers on the interpretation and application of Labor Relations' policies and implementation at the hospital level; serve as a Chairperson for Labor Health & Safety meetings for all bargaining units; participate in hospital meetings with labor organizations and respond to inquiries regarding</p>

	<p>policies and practices; as the hospital liaison and coordinator for union related matters, oversee the coordination and chair the Joint Labor/Management and Safety Committee meetings for all bargaining units; coordinate and monitor leave requests and billing for union release time. Oversee the coordination of union building access and meeting requests at the hospital.</p>
30%	<p>Conduct intake and assist staff with drafting and preparing Notices of Adverse Actions, Absence Without Leave (AWOL) notices, Rejections During Probation, Medical Actions and other non-punitive actions and Administrative Time Off (ATO) documents. Consult with managers and supervisors on other forms of progressive discipline, including reviewing Counseling Records and other discipline documentation that may be placed in an employee's Official Personnel File (OPF). Review employee requests to have progressive discipline notations removed from OPF as appropriate. Through consultation with Department of State Hospitals (DSH) Legal staff, may represent the facility at appeal hearings before the State Personnel Board (SPB) and California Department of Human Resources (CalHR).</p>
10%	<p>Develop, conduct and oversee the implementation of labor relations training, including employer-employee relations, and progressive supervision for hospital managers and supervisors.</p>
	<p><u>MARGINAL FUNCTIONS</u></p>
10%	<p>May coordinate and conduct organizational review of departments within the hospital to ensure that contract provisions are appropriately applied.</p>
5%	<p>Coordinates with the Department Labor Relations Branch on all Labor Relations issues keeping the Branch apprised of issues at the local level. May serve on departmental task forces studying Labor Relations issues including such areas as management designations and past practice surveys.</p>
5%	<p>All other duties and special projects as assigned consistent with this classification.</p>
Other Information	<p>SUPERVISION RECEIVED Under the general direction of the Staff Services Manager II (Personnel Officer).</p> <p>SUPERVISION EXERCISED The incumbent directly supervises two analytical staff (SSA/AGPA).</p> <p><u>KNOWLEDGE AND ABILITIES</u></p> <p>KNOWLEDGE OF: Principles, practices and trends of public and business administration, management and supportive staff services such as budgeting, personnel and management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and the department's goals and policies; governmental functions and organization at the state and local level; department Equal Employment Opportunity Program and the process available to meet those objectives. The collective bargaining process in the private or public sectors; principles of management rights, representation rights and unfair practices; state and federal labor law applicable to the public sector; the principles and scope of collective bargaining; standard negotiating strategies, tactics, and impasse procedures; grievance handling procedures; data sources pertaining to public sector employer-employee relations; and the personnel management system of the State.</p>

ABILITY TO: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the regular course of work; review and edit written reports; utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities and meet deadlines; develop and effectively utilize all available resources; and effectively contribute to the department's Equal Employment Opportunity objectives. Work effectively with all levels of management; interpret and apply labor law and labor agreement provisions; develop training programs in employer-employee relations for management; obtain, analyze, evaluate and apply data such as labor statistics and cost figures; research and write reports; communicate effectively; use good judgment and make sound decisions in critical situations; handle stressful or sensitive situations with tact and labor-management diplomacy.

REQUIRED COMPETENCIES

PHYSICAL

Requires light to moderate physical effort. Includes sitting, standing and walking most of the time with pushing, pulling, bending, stooping, squatting, grabbing, carrying, kneeling, twisting, and reaching at, or above shoulder level; includes working on irregular surfaces, and requires lifting of objects weighing between 5 to 15 pounds on a regular basis, with an occasional need to lift up to 25 pounds. Must possess the visual, verbal, physical, mental and cognitive ability to carry out the essential duties of the classification and assignment.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

CPR

Maintains current certification.

SITE SPECIFIC COMPETENCIES

- Interpret and provide information to Personnel Office staff on bargaining unit contracts relative to payroll and benefits.
- Interpret and provide information to managers and supervisors on bargaining unit contracts.
- Apply principles and practices of civil service personnel management.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car. Travel may occasionally be for extended periods.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- Provide supervisory consultation/direction in disciplinary matters.
 - Demonstrates ability to analyze situations accurately and take effective action, communicate effectively and prepare clear and concise reports.
 - Operate programs and data entry to SPB, CalHR and other required databases.
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- Excellent verbal and written communications skills are required. The SSM I must be proficient in the delivery of the communication method required, either verbal or written, in all aspects of performance and as a representative of the Hospital and the Human Resources Department.

LICENSE OR CERTIFICATION - not applicable

TRAINING - Training Category = Type II General

The employee is required to keep current with the completion of all required training.

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Supports safe working environment; practices the strategies and intervention that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior. Training provided during new employee orientation.

WORKING CONDITIONS (Work Week Group E)

EMPLOYEE IS REQUIRED TO:

- Report to work on time, maintain consistent and regular attendance and follow procedures for reporting absences;
- Maintain a professional appearance;
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
- Comply with hospital policies and procedures.
- Travel as needed for training and to represent the facility at scheduled hearings related to discipline, labor, and other interrelated meetings; must maintain a valid driver's license and defensive driving certificate.
- Comply with DSH – Metropolitan and Departmental policies and procedures.
- The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital.

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work.

The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee's Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor's Signature

Date